ITSM Platform Implementation for Enterprise Service Delivery

Implementation of a modern ITSM platform that standardizes service request fulfillment, incident management, change management, and asset tracking, improving service quality and operational visibility across the enterprise.

PRACTICE

Service Management and Automation

CLIENT PROFILE

Federal enterprise IT organization modernizing service management from legacy ticketing systems to a modern ITSM platform with ITIL-aligned processes

Challenge

- Legacy ticketing system with limited workflow automation and reporting capabilities
- Inconsistent service management processes across organizational units
- Limited visibility into service performance metrics, SLA compliance, and backlog trends

Approach

- Design ITIL-aligned service management processes for incident, change, problem, and request fulfillment
- Configure ITSM platform with service catalog, approval workflows, and SLA management
- Implement CMDB and asset management for configuration tracking and impact analysis
- Build executive dashboards for service performance, SLA compliance, and continuous improvement

Typical Outcomes

- Standardized service management processes with automated workflows
- Improved SLA visibility and compliance reporting for leadership
- Reduced resolution times through structured incident and problem management

Procurement Paths

- GSA MAS for ITSM implementation and professional services
- NASA SEWP V and SEWP VI for service management platform licensing

Compare vehicles and ordering steps on **How to buy**.

Partner Technology Examples

- ServiceNow
- Microsoft
- Elastic
- Atlassian

FEATURED PRODUCT

Odin's Edge: the operated site

Norseman runs a secure cloud at your site. You run the mission.

Odin's Edge is Norseman's managed edge platform. It puts compute, storage and network at the site under one controlled architecture, on the hardware you already run, integrated and tested in our lab before it ships. Applications arrive hardened, with the configuration baselines and test reports your security team needs. Norseman operates it around the clock or hands it to your team with the same console. Buy it as one line on your vehicle or as a per site subscription.

The same site runs the AI when the mission is ready.

This is a representative use case. To request a briefing or a quote, contact Norseman Defense Technologies at 410.579.8600 or sales@norseman.com.